



**National Conference
on**

**Consumers Concerns
in
21st Century**

**on
08.04.2023**

**Organized by
The National Law Institute University,
Bhopal**

**Knowledge Partner:
CUTS International**



About The National Law Institute University, Bhopal



The National Law Institute University, Bhopal, established by the Rashtriya Vidhi Sansthan Vishwavidyalaya Adhiniyam, Act No. 41 of 1997, and substituted by Act No. 6 of 2018, is one of the premier law universities in India. Recognized by the University Grants

Commission and the Bar Council of India, NLIU offers U.G., P.G., and Ph.D. programs besides the masters & Ph.D. program on cyber law and information security. NLIU had a dedicated chair on Consumer Protection and Welfare established by the Ministry of Food, Civil Supplies and Consumer Affairs, Government of India from the year 2010- 2017. The objectives of the University are to advance, disseminate and impart comprehensive legal education, learning and knowledge by organizing lectures, seminars, symposia, workshops, conference etc. and to organize advanced studies and promote research in various fields of law. It further aims to undertake research, study, workshop or training to lawyers, to improve the ability to analyze contemporary issues of public concern and their legal implications.

Concept Note



Consumer protection is the practice of safeguarding buyers of goods and services against unfair practices in the marketplace. It involves rights, duties and remedies available to consumers. Consumer protection laws play a crucial role in safeguarding the rights and interests of consumers, this becomes even more relevant with the advancement of digital economy in this globalised world. However, with the rapidly evolving marketplace and the emergence of new technologies and business models, it has become essential to acknowledge and revisit to strengthen the existing consumer protection laws. The conference aims to provide a platform for legal experts, policymakers, and stakeholders to discuss the challenges and opportunities in strengthening consumer protection laws regime.

In India, The Consumer Protection Act, 2019 is the country's main consumer protection statute replacing the previous Consumer Protection Act, 1986. The new Act enhances consumer rights protection, including the right to information, the ability to make informed decisions, the right to safety, the right to be heard, and the right to seek remedy. In addition, the Consumer Protection Rules, 2020 were framed under the Consumer Protection Act, 2019 to provide for the procedures and guidelines to be followed by the Central Consumer Protection Authority and other bodies established under the Act.

The absence of protection agencies under the previous Act, which would have allowed for efficient and prompt control, regulation, and redress of consumer complaints, was one of its main shortcomings. The Central Consumer Protection Authority (CCPA) has been added to Chapter III of the 2019 Act in order to regulate issues relating to consumer rights violations, unfair trade practices, and false or misleading advertisements that are harmful to the interests of the public and consumers, as well as to promote, protect, and uphold the rights of consumers as a group.

In order to resolve consumer disputes, considerably more quickly, the Act has added a new chapter (Chapter V) on mediation as an alternative dispute resolution tool, to ensure speedy redressal of grievances. After three years of the Consumer Protection Act of 2019 being fully operational, including two years during the Covid Pandemic, it is important to talk about the difficulties in promoting consumer welfare and protecting their rights as envisioned under the Act and finding workable solutions to address those difficulties, including the efficient and significant operation of various bodies in digital mode.



Themes

- Consumer Protection Laws: Challenges, Issues and Options
- Enforcement of Consumer Protection Act, 2019 in Digital Economy
- Role of ADR and ODR in addressing Consumer Grievances
- Consumer Protection in Energy sector and its regulatory framework
- Role of Consumer Organization in Clean Energy Transitions

(The themes above listed are only indicative and not exhaustive. Participants may select other related topics of relevance under the main theme)

Important Dates

Submission of Abstracts	23.03.2023
Acceptance of Abstracts	25.03.2023
Submission of Full Paper	31.03.2023
Last date of Registration	31.03.2023

Registration Fee

- Paper Presentation - Rs. 500
- Participation - Rs. 500



Abstract Submission

- Word limit - 200-300 words
- 3-5 Keywords
- Theme head
- Times new roman, 12, centrally aligned
- Name of the author, right aligned, italics, after the title
- Details of the author in the footnote

Paper Submission

- 2500 - 3500 words (excluding references).
- Times New Roman, 12, 1.5 spacing in MS Word format.
- References may be single spaced.
- OSCOLA mode of citation
- Paper/case study should be explaining the objectives, methodology and findings
- Name of the author, right aligned, italics, after the title
- Details of the author in the footnote, alternative email id and contact details of authors may also be provided.
- Selected papers shall be allowed to be presented at the main conference provided the author concerned or at least one of the co-authors, as the case may be, gets registered.

Venue

- Physical Mode
- The National Law Institute University, Bhopal

NOTE : No accommodation shall be provided to the participants

ORGANIZERS



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